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Heyduck named STARS winner for December, 2012

MURFREESBORO, Tenn. -- Karen Heyduck, an employee of the City's Human Resources Department, has been awarded the City of Murfreesboro's STARS (Succeeding Through Attitudes Reflecting Service Excellence) award for December, 2012.

She was recognized at the Dec. 20 meeting of the Murfreesboro City Council and is the third recipient of the award, established to recognize those among the City's greatest assets – its employees – who go the extra mile to provide superior customer service.



Heyduck was nominated by several fellow employees and employees' spouses pertaining to her actions in helping employees navigate through the recent changes to the employee healthcare plan.

"She responds very quickly and thoroughly," one employee stated about Karen. "I have had many questions. She is always patient and has never made me feel as though I was "less than" for not knowing.

"If she didn't know an answer she has gotten back to me quickly (to) let me know that she would be working to find the answer," the employee continued. "I can only imagine the volume of questions she has had to field, yet she has kept her positive attitude. Even before the insurance roll-out, Karen ... always greeted me with a smile."

In addition, one of our employee's spouses wrote that Heyduck demonstrated the highest in customer service by going beyond expectations.

"Ms. Heyduck went beyond my expectations in helping me with an insurance matter," the employee wrote.

"This issue has been and will continue to be complex," the employee stated. "However, Ms. Heyduck always is more than helpful to get the issues resolved."

We ask a lot of our employees, and the STARS Awards Committee felt that Karen routinely and genuinely represents great character, consistency, and professionalism in her dealings with employees and their spouses.

As we have emphasized throughout the Service Excellence program, internal customer service is the key to providing great external customer service.

The City of Murfreesboro wishes to recognize employees that go above and beyond what is expected to provide top quality service for both internal and external customers. As part of the award, employees receive \$25 and one day of annual leave in accordance with the City's vacation policy.